

Eastern Alliance

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Excellence in the Telecommunication Industry

Eastern Alliance

Quality Assurance Manual

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1.0 Scope

This manual describes Eastern Alliance's Quality System Policies and Procedures. These policies and procedures control all activities from mobilization to site construction.

1.1 Policy

The quality program is developed to assure customer satisfaction by providing quality service. We will perform all activities in a manner, which meets or exceeds the expectations of our customers.

1.2 Application

The quality System described herein is mandatory for all activities performed at sites Eastern Alliance is awarded to assure product conformance to the applicable drawing, scope of work or contract requirement.

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2.0 Amendments and Revisions to the Quality Manual

2.1 Revision Control

Quality Assurance will revise this manual as required. Whenever revisions occur, all holders of controlled copies will be distributed copies of the applicable revised pages, including a new revision page describing the changes.

2.2 Reviews

Management reviews of operations are continuous and any problems indicated with the Quality Program or its implementation will be addressed and corrected as directed by Management.

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3.0 Organization

3.1 Quality Manager

The Quality Manager reports directly to the owner and is delegated authority and organizational freedom to identify and evaluate quality problems and to initiate, recommend or provide solutions.

3.2 Responsibilities of The Quality Manager:

- a. Update and distribution control of the Quality Manual as required.
- b. Planning to meet customer's quality requirements.
- c. Determining inspection points within the company.
- d. Approval of quality work instructions.
- e. Directing inspection activities.
- f. Surveillance of employees on sites.
- g. Approval of change orders.
- h. Maintaining a listing of approved suppliers.
- i. Monitoring procedures to assure compliance
- j. Reviewing and maintaining Quality Records.
- k. Calibration of Measuring and Test Equipment.
- l. Approval of disposition of Nonconforming Articles
- m. Corrective action coordination

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4.0 Quality Program

4.1 Documentation

The Quality Program is documented within this manual and may be supported at any point by desk or work instructions that may be selected to increase control of a quality function. The Quality Manager shall approve warehouse, field or work instructions affecting Quality.

4.2 Planning

The Quality Program is planned to control construction from the requirements of a customer order to include mobilization practices, receipt of material, receipt inspection of supplier material, handling and storage to the eventual construction of an site for our customer

4.3 Indoctrination and Training

Employees are indoctrinated and trained, as necessary, to assure that suitable proficiency is achieved and maintained throughout our operation systems. Training is performed as "On the Job Training" under the direct supervision of management. Procedural changes are implemented by training of any individual(s) affected by the change.

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5.0 Procurement Document Control

5.1 System of Procurement

Procurement documents are generated on the computer and include appropriate technical and quality requirements. When a customer has special requirements such as specific mounts, platforms or installation hardware , our program is designed to highlight the requirement into our records.

5.2 Review and Approval

Procurement documents are reviewed and approved by the Purchasing Manager/Owner. The Quality Manager performs random surveillance of procurement documents semi-annually and documents the results.

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6.0 Instructions and Construction Drawings, RF Data Sheets

6.1 Field / Work Instructions

Work or Field instruction are utilized in support of Construction drawings, RFDS's and this Quality Manual to improve the control of a specific task or procedure, but in no circumstances shall these documents supersede or change the requirements of this manual.

6.2 Construction Drawings (Blue Prints), RF Data Sheets

Drawings, RR Data Sheets shall be used to control the technical requirements of services offered to our customers. It is of utmost importance that the above mentioned documents be used to guide the work being performed for our customers.

6.3 Scopes of Work

During the absence of CD's, RFD's, it is imperative that scope of work and performance standards provided to us by our customers be adhered to.

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7.0 Document Control

7.1 Current Prints and RFDS's.

The latest issue of drawings, specifications, RF Data sheets, performance standards, work instructions and Customer orders will be utilized to control articles throughout the construction cycle system. These are to be kept in the truck or in the office during construction and brought to the job site daily.

7.2 Redlines, Modification or Design Changes

Obsolete documents caused by modification or design change will be identified as such and removed from use. If the customer or carrier redlines prints, the prints are to be initialed and the A&E is to be notified immediately for approval.

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8.0 Control of Customer Supplied Materials

8.1 Incoming Materials

Receipt of customer supplied materials is documented on a Inventory Report Form. The contents of the Purchase Order or Packing Slip are (included in) (attached to) the Inventory Report to provide the inspection function with complete criteria for evaluation of the receipt.

8.2 Inspection

Articles are inspected in accordance with the requirements of the receiving documents. As a minimum, all articles are inspected for count, identification and damage.

9.0 Inspections

9.1 Material

Stock inspection will be implemented on specific articles in storage as a result of a customer complaint or any suspected Quality problem concerning an article. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be returned to the stock location.

9.2 Site Inspections

Inspection of articles to be delivered to a customer will be accomplished prior to packaging for identification, damage and in accordance with the shipping document. The customer ordered requirements are included (with) (in) the shipping document. Rejected articles will be identified or segregated and disposition in accordance with control of nonconforming material. Accepted articles will be identified on the shipping document as accepted by (signature) (stamp impression) (initials)

9.3 Construction Inspection

Inspection of the packaging will include evaluation to determine adequacy to

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preclude damage during delivery and any special requirements directed by the customer order. Customer requirements for Certifications and/or Certified Material Test Reports will be included with the articles.

10.0 Control Of Measuring and Test Equipment

10.1 Commercial Equipment

Calibration of normal commercial equipment (i.e., tape, measures, levels, and other similar devices) is not required. It is the responsibility of the user to report worn or damaged equipment to management to prevent inadvertent use.

10.2 Special Devices (Anritsu Sitemaster)

Calibration will be performed and maintained at prescribed intervals in accordance with the manufacturer. An Outside Calibration Laboratory is contracted to supply this service. The supplier is certified and performs calibrations traceable to recognized national Standards.

10.3 Identification of Equipment

Each item is identified with current status of calibration and the user is responsible to verify an item is serviceable. Items too small to be identified are serialized, and a traceable record supporting a calibration recall system

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maintains calibration status.

11.0 Corrective Action

Conditions adverse to quality shall be promptly identified and corrected. In the case of significant adverse conditions, the cause of the condition shall be determined and action planned to correct and prevent repetition.

11.1 Customer Complaints

Responses to Customer complaints will be documented by letter or on forms required by the customer. Responses will include cause of the condition, actions taken to prevent a future occurrence and effective date. All complaints are first to be addressed at the lowest possible level for attempted corrective action, then the remedy (if possible) forwarded to higher authority for follow up.

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12.0 Records

Records are to be maintained of all work performed by the company. There will be standardized forms as listed below. All forms are to be regularly filled out and maintained in the company office.

- a. Daily Work Logs
- b. Weekly tool box/tail gate safety meetings
- c. All construction drawings from sites awarded
- d. Material inventory
- e. Tool box inventory
- f. Truck inventory logs
- g. Attendance rosters of training meetings
- h. Personnel employee records

12.1 Retention

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The retention of records is a minimum of three years or as otherwise directed by higher authority.

13.0 Construction Standards

It is of utmost Important that highest quality of construction standards me met AT ALL TIMES. This company is based on sound decision making being made at every level.